

# FlexCare

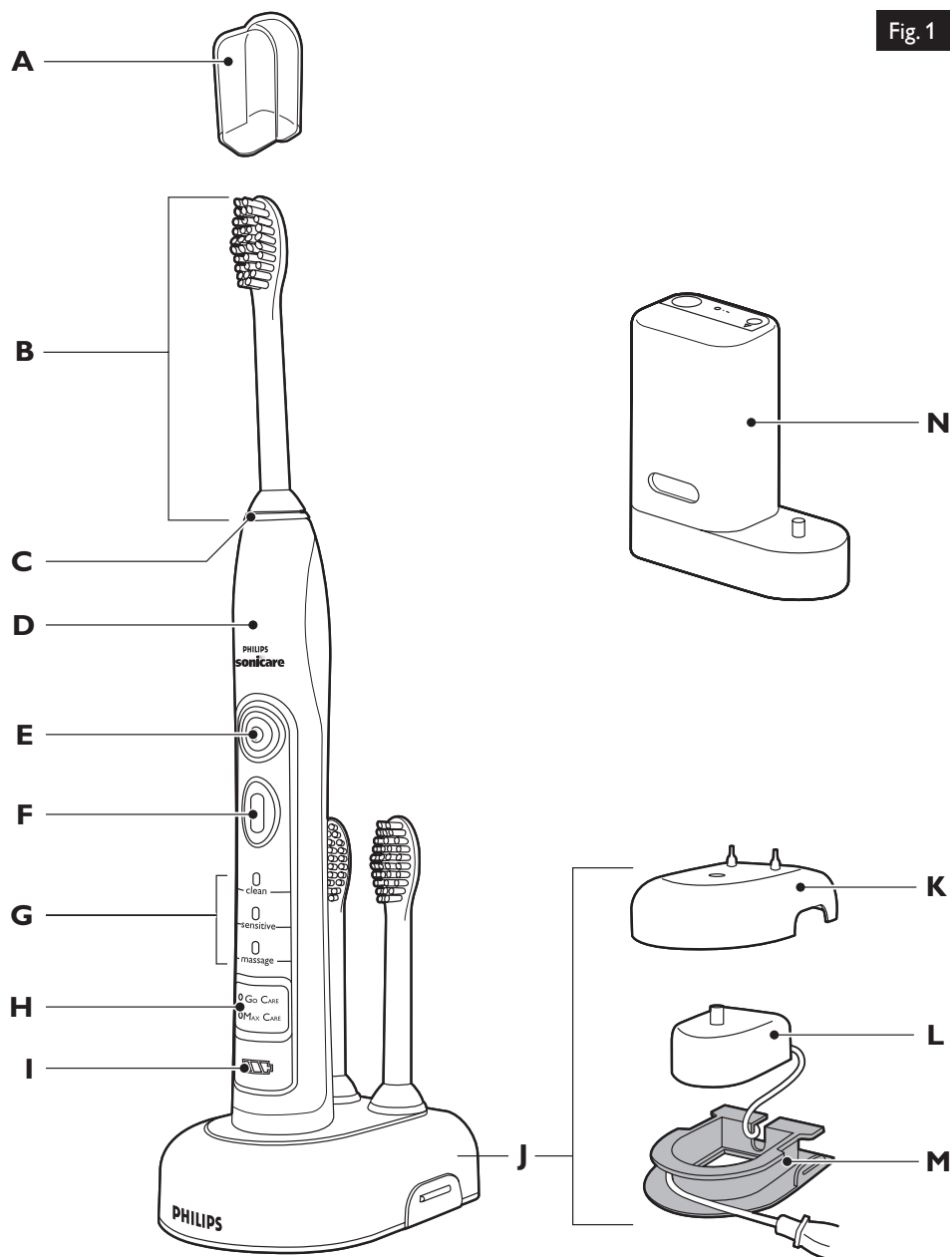
900 series

Rechargeable  
sonic toothbrush



**PHILIPS**  
**sonicare**  
the **sonic** toothbrush

Fig. 1



The contents of the box will vary based on the model purchased.



# IMPORTANT SAFEGUARDS

## READ ALL INSTRUCTIONS BEFORE USE

Read this user manual carefully before you use the appliance and save it for future reference.

## DANGERS

To reduce the risk of electrocution:

- 1 Do not place or store product where it can fall or be pulled into a tub or sink.
- 2 Do not place in or drop into water or other liquid.
- 3 Do not reach for a product that has fallen into water. Unplug immediately.
- 4 Do not use while bathing.

## WARNINGS

To reduce the risk of burns, electrocution, fire or injury to persons:

- 1 DO NOT plug into an outlet with a voltage other than specified on the bottom of the charger. This product is designed to operate within a range of 100 to 240 volts. Voltage converters DO NOT guarantee voltage compatibility.
- 2 Never force the plug into an outlet; if it does not easily fit into the outlet, discontinue use.
- 3 Discontinue use if this product appears damaged in any way (brush head, handle, charger). This product contains no serviceable parts. Refer to chapter 'Guarantee and service' if your Sonicare no longer works properly or needs repair.
- 4 Never use the charger if it has a damaged cord or plug.
- 5 Keep cord away from heated surfaces.
- 6 Do not use the charger outdoors.
- 7 Do not use the charger if dropped into water.
- 8 Avoid using a brush head with crushed or bent bristles. Damaged bristles may break off while brushing. Replace the brush head with a new one every 3 months or sooner if signs of wear appear. Inappropriate cleaning may cause bristle damage. (See chapter 'Cleaning')
- 9 This product is designed to clean your teeth, gums and tongue only. Use this product only for its intended use as described in this booklet. Discontinue use of this product and contact a physician/dentist if discomfort or pain is experienced.
- 10 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 11 Children should be supervised to ensure that they do not play with the appliance.
- 12 Sonicare is a personal care device and is not intended for use on multiple patients in a dental office or institution.
- 13 Do not use attachments other than those recommended by the manufacturer.
- 14 If your toothpaste includes peroxide, baking soda or other bicarbonate

(common in whitening toothpastes), thoroughly clean your brush head and handle with soap and water after each use. Otherwise plastic cracking may occur.

- 15 To avoid damage to the product, do not place the brush head, handle, charger or charger covers in the dishwasher for cleaning.
- 16 Discontinue use of the sanitizer if the UV light bulb remains on when the door is open. UV light can be harmful to the human eye and skin. Keep the sanitizer out of the reach of children at all times.
- 17 Do not operate the UV sanitizer without the protective screen in place to avoid contact with hot bulb.
- 18 The UV light bulb is hot during and immediately after the sanitizing cycle. Do not touch the UV light bulb when it is hot.
- 19 Do not operate the UV sanitizer where aerosol (spray) products are being used or where oxygen is being administered.

## MEDICAL WARNINGS

- 1 Consult your dental professional before you use this product if you have had oral or gum surgery in the previous 2 months.
- 2 Contact your dental professional if excessive bleeding occurs after using this product or bleeding continues to occur after 1 week of use.
- 3 If you have a pacemaker or other implanted device contact your physician or the device manufacturer prior to use.
- 4 Sonicare has been tested and is compliant with safety standards for electromagnetic devices.
- 5 Consult your physician prior to using the Sonicare if you have medical concerns.

# SAVE THESE INSTRUCTIONS

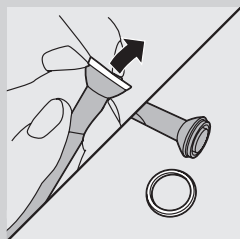
## Your Sonicare (Fig. 1)

- A** Hygienic travel cap
- B** Brush head
- C** Interchangeable color code ring
- D** Handle with soft grip
- E** Power on/off button
- F** Personalized brushing button
- G** Brushing modes
- H** Brushing routines
- I** Deluxe recharge gauge
- J** Deluxe charger
- K** Charger cover with brush head holder (select models)
- L** Travel charger (select models)
- M** Charger base with cord wrap (select models)
- N** UV sanitizer with integrated charger and cord wrap (select models)
  - Not shown: UV light bulb
  - Not shown: Sanitizer drip tray
  - Not shown: Protective screen for UV light bulb

*Note: The contents of the box will vary based on model purchased*

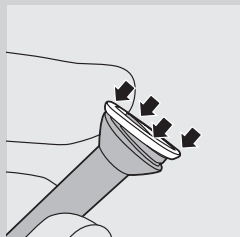
## Getting started

### Changing the color code ring



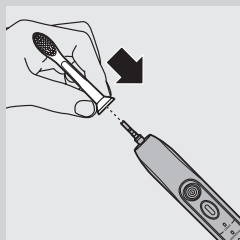
Sonicare brush heads come with interchangeable color code rings to identify your brush head.  
To change the color code ring:

**1** Pull the color code ring from the bottom of the brush head.



**2** Install a new ring by slipping one edge of the new ring over the bottom of the brush head. Then press down on the other side to snap the ring in place.

### Attaching the brush head

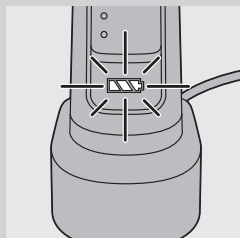


**1** Align the brush head so the bristles face the front of the handle.

**2** Firmly press the brush head down on the metal shaft until it stops.

*Note:* There is a small gap between the color code ring and the handle.

### Charging your Sonicare



**1** Plug the charger into a live outlet.

**2** Place the handle on the charger.

▶ The flashing light on the battery gauge indicates that the toothbrush is charging.

#### Deluxe recharge gauge:

Indicates amount of charge left in battery

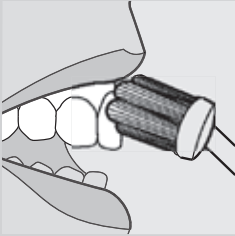
- 3 green LEDs: 75-100%
- 2 green LEDs: 50-74%
- 1 green LED: 25-49%
- 1 flashing yellow LED: less than 25%

*Note:* If the battery charge of your Sonicare is low, you hear 3 beeps and 1 LED on the recharge gauge flashes yellow for 30 seconds after the 2-minute brushing cycle.

*Note: To keep the battery fully charged at all times, you may keep your Sonicare on the charger when not in use. It takes at least 24 hours to fully charge the battery.*

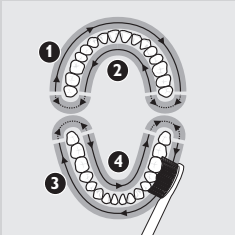
## Using your Sonicare

### Brushing instructions

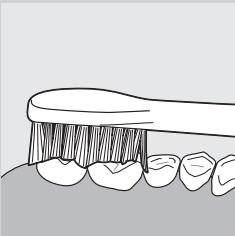


- 1** Wet the bristles and apply a small amount of toothpaste.
- 2** Place the toothbrush bristles against the teeth at a slight angle towards the gumline.
- 3** Press the power on/off button to turn on the Sonicare.
- 4** Apply light pressure to maximize Sonicare's effectiveness and let the Sonicare toothbrush do the brushing for you.
- 5** Gently move the brush head slowly across the teeth in a small back and forth motion so the longer bristles reach between your teeth. Continue this motion throughout your brushing cycle.

*Note: To make sure you brush evenly throughout the mouth, divide your mouth into 4 sections using the Quadpacer® feature (see chapter 'Features').*



- 6** Begin brushing in section 1 (outside top teeth) and brush for 30 seconds before moving to section 2 (inside top teeth). Continue brushing in section 3 (outside bottom teeth) and brush for 30 seconds before moving to section 4 (inside bottom teeth).



- 7** After you have completed the brushing cycle, you can spend additional time brushing the chewing surfaces of your teeth and areas where staining occurs. You may also brush your tongue, with the toothbrush turned on or off, as you prefer.

Your Sonicare is safe to use on:

- Braces (brush heads wear out sooner when used on braces)
- Dental restorations (fillings, crowns, veneers)

### Personalizing your brushing experience

Sonicare automatically starts in the default Clean mode. To personalize your brushing:

- 1** Prior to turning on the Sonicare, press the Personalized Brushing button to toggle between modes and routines.
- ▶ The green LED indicates selected mode or routine.

*Note: When the toothbrush is turned on, you can switch between modes but not between routines. Routines should be selected prior to brushing.*

### Brushing modes

#### Clean mode

Standard mode for superior teeth cleaning.

**Sensitive mode**

Gentle, yet thorough cleaning for sensitive gums and teeth.

**Massage mode**

Gentle gum stimulation.

**Brushing routines**

**Go Care routine**

1-minute brushing cycle in the Clean mode, for a quick clean. You hear the Quadpacer signal at 15-second intervals.

**Max Care routine**

3-minute brushing cycle that combines the Clean and Massage modes in one routine for a thorough mouth clean. There are 30 seconds of Clean mode and 15 seconds of Massage mode for each of the 4 sections of your mouth. You will hear the Quadpacer signal at 45 second intervals.

**Note: When Sonicare is used in clinical studies, the default 2-minute Clean mode must be selected. The handle should be fully charged. Deactivate the Easy-start feature and for areas where excess staining occurs, an additional 30 seconds of brushing time can be spent to assist with stain removal.**

**Features**

**Easy-start®**

- This Sonicare model comes with the Easy-start® feature activated.
- The Easy-start feature gently increases power over the first 14 brushings to ease into the Sonicare experience.

*Note: Each of the first 14 brushings must be at least 1 minute in length to properly move through the Easy-start ramp-up cycle.*

**Deactivating or activating the Easy-start feature**

**1** Attach your brush head to the handle.

**2** Place the handle in the plugged-in charger.

- To deactivate Easy-start:

Press and hold the power button for 5 seconds. You hear 1 beep to indicate that the Easy-start feature has been deactivated.

- To activate Easy-start:

Press and hold the power button for 5 seconds. You hear 2 beeps to indicate that the Easy-start feature has been activated.

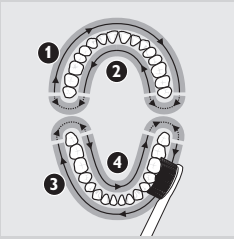
*Note: Using the Easy-start feature beyond the initial ramp-up period is not recommended and reduces Sonicare's effectiveness in removing plaque.*

**Smartimer®**

The Smartimer® indicates that your brushing cycle is complete by automatically turning off the toothbrush at the end of the brushing cycle. Dental professionals recommend brushing no less than 2 minutes twice a day.



## Quadpacer®



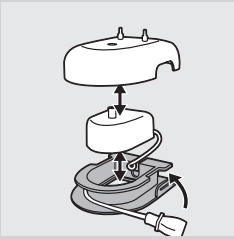
- The Quadpacer® is an interval timer that has a short beep and pause to remind you to brush the 4 sections of your mouth. Depending on the brushing mode or brushing routine you have selected, the Quadpacer beeps at different intervals during the brushing cycle. See the "Brushing instructions" and "Personalizing your brushing experience" sections.

The Quadpacer feature on this model has been activated. To deactivate or reactivate the Quadpacer feature:

- 1** Place the handle with a brush head attached in the plugged-in charger.
- 2** Press and hold the Personalized brushing button until:
  - A** You hear 1 beep to indicate the Quadpacer has been deactivated.
  - B** You hear 2 beeps to indicate the Quadpacer has been activated.

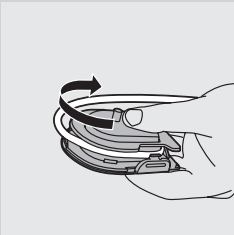
*Note: The Quadpacer feature cannot be deactivated on the pre-programmed Go Care and Max Care brushing routines.*

## Cord wrap on deluxe charger (select models)

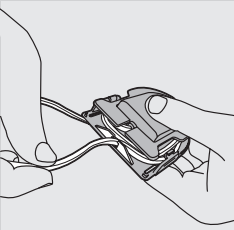


If your model includes the deluxe charger cover and base, the travel charger is pre-installed inside the cover. If you want to shorten the power cord, you can store excess cord in the cord wrap feature built into the charger base.

- 1** To separate the charger cover from the charger base, press the two gray snap bars on the charger base and pull the white charger cover upwards.

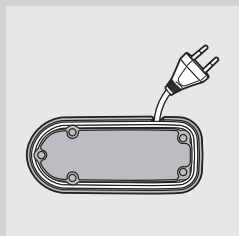


- 2** Wrap excess power cord around the gray charger base as shown in the picture. Be sure to wrap the cord on the inside of the two snap levers.

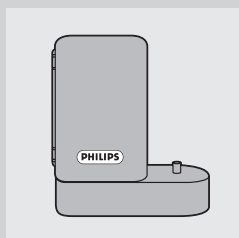


- 3** When you have stored the excess cord, guide the power cord through the small groove in the rear of the gray charger base.
- 4** Reattach the charger cover by pressing it down over the charger base until it snaps into place.

*Tip: For extra convenience during travel, you can remove the travel charger and use it without the charger cover and charger base.*

**Cord wrap on sanitizer with integrated charger (select models)**

- If your model includes the sanitizer, you can store excess cord using the cord wrap feature built into the bottom of the sanitizer.

**Sanitizing (select models)**

- With the UV sanitizer you can clean your brush head after every use.

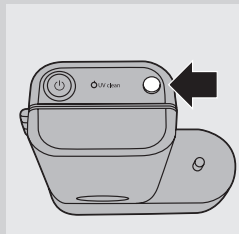
Discontinue use of the sanitizer if the UV light bulb remains on when the door is open or if the Philips logo is broken or missing from the sanitizer. UV light can be harmful to the human eye and skin. This device should be kept out of reach of children at all times.

Unplug the sanitizer and call Customer Service if the sanitizer gives off smoke or a burning smell while it is operating.

- 1 After brushing, rinse the brush head and shake off excess water.

Do not place the travel cap on the brush head during sanitization.

- 2 To open the sanitizer door, press the door release button.



- 3 Place the brush head on one of the 2 pegs in the sanitizer.

- Make sure the bristles of the brush head directly face the light bulb.

*Note: Only clean Sonicare ProResults brush heads in the sanitizer.*

- 4 Make sure the sanitizer is plugged into a live outlet of appropriate voltage.

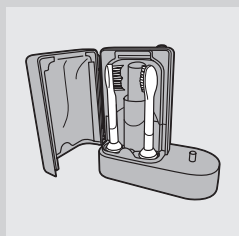
- 5 Close the door and press the green power on/off button once to select the UV clean cycle.

*Note: You can only turn on the sanitizer if the door is properly closed.*

*Note: The sanitizer stops if you open the door during the sanitizing cycle.*

*Note: The sanitizer cycle runs for 10 minutes and then automatically shuts off.*

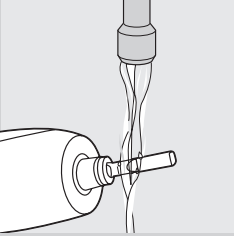
- The sanitizer is in operation when the blue light glows through the Philips logo and the UV clean LED flashes slowly.
- When the sanitizing cycle is complete, the UV clean LED light turns solid green and the sanitizer automatically shuts off.



## Cleaning

Do not clean the brush head, handle, travel charger, charger covers and the UV sanitizer in the dishwasher.

### Toothbrush handle

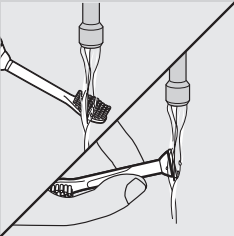


- 1** Remove the brush head and rinse the metal shaft area with warm water.

Do not push on the rubber seal on the metal shaft with sharp objects, as this may cause damage.

- 2** Use a damp cloth to wipe the entire surface of the handle.

### Brush head

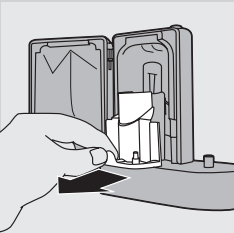


- 1** Rinse the brush head and bristles after each use.
- 2** Remove the brush head from the handle and rinse the brush head connection at least once a week with warm water.

### Charger

- 1** Unplug the charger.
- 2** Use a damp cloth to wipe the surface of the charger.

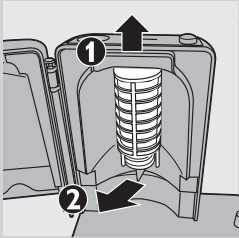
### Sanitizer (select models)



Do not clean the sanitizer when the UV light bulb is hot.

For optimal effectiveness, it is recommended to clean your sanitizer weekly.

- 1** Unplug the sanitizer.
- 2** Slightly lift the drip tray and pull it out. Rinse the drip tray and wipe it clean with a damp cloth.
- 3** Clean all reflector surfaces with a damp cloth.



**4 Remove the protective screen in front of the UV light bulb.**

To remove the screen, gently lift it up (1) and pull it out (2).

**5 Remove the UV light bulb.**

To remove the light bulb, grasp it and pull it out of the metal clasp.

**6 Clean the protective screen and the UV light bulb with a damp cloth.**

**7 Reinsert the UV light bulb.**

To reinsert the light bulb, align the bottom of the light bulb with the metal clasp and push the bulb into the clasp.

**8 Reinsert the protective screen.**

To reinsert the screen, align the pegs on the screen with the slots on the reflective surface near the UV light bulb. Then insert the pegs into the slots and slide down the screen to secure it in the sanitizer.

**Storage**

- If you are not going to use the product for an extended period of time, unplug it from the electrical outlet, clean it and store it in a cool and dry place away from direct sunlight. You can use the cord wrap to store the power cord in an organized manner.
- You can store brush heads on the pegs at the back of the charger.

**Replacement**

**Brush head**

- Replace Sonicare brush heads every 3 months to achieve optimal results.
- Use only Sonicare ProResults replacement brush heads.

**UV light bulb**

- Replacement UV bulbs are available through your Sonicare Customer Service Center in North America by calling 1-800-682-7664. Outside North America, contact your local Philips Customer Care Center.

**Disposal**

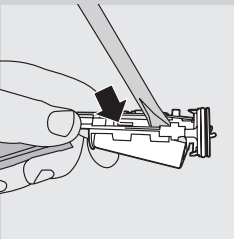
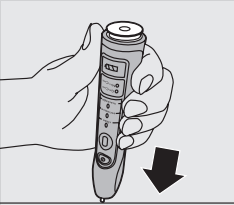
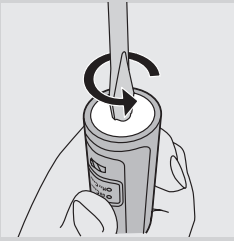


- The rechargeable battery inside your Sonicare cannot be replaced, but is easy to remove for recycling. At the end of product life and prior to disposal, please remove the rechargeable battery from the handle by following the instructions below.
- Do not throw away the appliance or the UV light bulb (bulb contains mercury) with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment.
- If you have any recycling questions, contact your local waste management office.

**Removing the rechargeable battery**

**Please note that this process is not reversible.**

- To remove the rechargeable battery, you need a flat-head (standard) screwdriver. Observe basic safety precautions when you follow the



procedure outlined below. Be sure to protect your eyes, hands, fingers, and the surface on which you work.

- 1** To deplete the rechargeable battery of any charge, remove the handle from the charger, turn on the Sonicare and let it run until it stops. Repeat this step until you can no longer switch on the Sonicare.
- 2** Insert a screwdriver into the slot located at the bottom of the handle and turn counterclockwise to release the bottom cap.
- 3** Hold the handle upside down and push down on the shaft to release the internal components of the handle.
- 4** Insert the screwdriver under the circuit board, next to the battery connections, and twist to break the connections. Remove the circuit board and pry the battery from the plastic carrier.

The rechargeable battery can now be recycled and the rest of the product discarded appropriately.

### Guarantee and service

Philips guarantees its products for two years after the date of purchase. Defects due to faulty materials and workmanship will be repaired or replaced at Philips expense provided that convincing proof of purchase in the qualifying period is provided.

Contact our Customer Service Center at 1-800-682-7664 (North America), outside North America contact your local Philips Customer Care Center.

Internet information: [www.sonicare.com](http://www.sonicare.com) (North America) or [www.philips.com](http://www.philips.com) (outside North America).

### WARRANTY EXCLUSIONS

What is not covered under warranty:

- Brush heads
- Damage caused by misuse, abuse, neglect, alterations or unauthorized repair.
- Normal wear and tear, including chips, scratches, abrasions, discoloration or fading.
- UV light bulb

IMPLIED WARRANTIES

ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES SET FORTH ABOVE. IN SOME STATES LIMITATIONS ON DURATION OF IMPLIED WARRANTIES DO NOT APPLY.

LIMITATION OF REMEDIES

IN NO EVENT SHALL PHILIPS OR ANY OF ITS AFFILIATED OR SUBSIDIARY COMPANIES BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY. SUCH DAMAGES INCLUDE, WITHOUT LIMITATION, LOSS OF SAVINGS OR REVENUE; LOSS OF PROFIT; LOSS OF USE; THE CLAIMS OF THIRD PARTIES INCLUDING, WITHOUT LIMITATION, DENTISTS AND DENTAL HYGIENISTS; AND COST OF ANY SUBSTITUTE EQUIPMENT OR SERVICES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Frequently asked questions

This chapter lists the questions most frequently asked about the appliance. If you cannot find the answer to your question, contact the Customer Care Center in your country.

Question	Answer
Why doesn't the Sonicare toothbrush work?	You may need to recharge the Sonicare. Charge the Sonicare for at least 24 hours.
	Make sure that your Sonicare charger is plugged into a live electrical outlet and not into an outlet controlled by a light switch.
	You may need to reattach or replace the brush head.
Why do I feel a tickling sensation when I use Sonicare?	You may experience a slight tickling/tingling sensation when you use Sonicare for the first time. As you become accustomed to brushing with Sonicare, this sensation diminishes.
The brush head chatters against my teeth. What can I do about this?	To avoid this, keep the brush head properly oriented, with the bristles placed on the gumline at a slight angle.
Why does the toothbrush seem less powerful?	You may need to charge the Sonicare.
	The Easy-start feature may be on. Deactivate the Easy-start feature (See chapter 'Features').
	You may need to replace your brush head.
Why doesn't the personalized brushing button work during brushing?	You may have selected a brushing routine. If this is the case, the Personalized brushing button is not active (See chapter 'Using your Sonicare').

Question	Answer
Why doesn't the UV sanitizer light go on?	You may need to plug the sanitizer into a live outlet.  You may need to shut the door of the sanitizer.  You may need to replace the UV light bulb (see chapter 'Replacement').
Why does the toothbrush seem to lose power during brushing?	You may be in the Max Care brushing routine. If this is the case, the routine alternates between the Clean and Massage modes throughout the 3-minute brushing cycle. The Clean and Massage modes have a different sound and brush movement.
Do I need a special charger if I travel with my Sonicare?	Travel tip: the Sonicare charger and the UV sanitizer can be used with common worldwide voltages between 100-240V AC, at either 50 or 60Hz. A simple plug adapter is all that is required.



[www.philips.com/support](http://www.philips.com/support)

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For support call 1-800-682-7664

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